

# **Global OpenNet (GO)**

## **GO User Guide for Windows**

July 26, 2013

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# 1. Global OpenNet Basics

## 1.1. Required Information to Access Global OpenNet

Windows users can access GO using one of these secure methods for logging in to the GO system: 1) RSA Hard Token; and 2) RSA Soft Token.

**NOTE:** *This is a Windows-based guide! For Mac users, see the [“GO User Guide for Mac”](#) for instructions on accessing GO.*

Global OpenNet (GO) users must provide the following information to access the system:

1. OpenNet Username
2. OpenNet Password
3. Access Token passcode (generated for you by one of the Access Tokens you have received – see Figure 1.1 below).

**NOTE:** *If you do not have an Access Token, please contact your local IT administrator.*

## 1.2. Introduction to Your Access Token

An **Access Token** contains a unique timed code needed to log onto the GO System. It is generated by either a physical device (Hard Token) or software (Soft Token) installed on a device you already have; i.e. a BlackBerry mobile device. Access Tokens generate a one-time passcode that you will use each time you access the GO System. The Figure 1.1 below describes the Access Token types.



Access Token Type	Description	What it looks like
<b>RSA SecurID SID700 Hardware Token</b> <i>Also known as the <b>RSA Hard Token</b>, used to access the GO system.</i>	Physical device (Hard Token) that generates a one-time numeric 6-digit passcode used in combination with a user-defined, <b>6</b> -digit Personal Identification Number (PIN) to access the GO System.	
<b>RSA SecurID Software Token</b> <i>Also known as the <b>RSA Soft Token</b> because it is a software token which can be loaded onto another physical device; e.g. a BlackBerry Mobile device.</i>	Software installed on your BlackBerry mobile device. Similar to the Hard Token, it generates a one-time 8-digit numeric passcode that is used in combination with a user-chosen, <b>6</b> -digit PIN to access GO.  <b><u>NOTE:</u></b> Other mobile devices may be approved in the future to host the Soft Token.	


Figure 1-1: Global OpenNet Access Token Types

## 2. GO Access and Setup

### 2.1. GO System Access and Setup

Before logging into the GO system, it is necessary to follow this preliminary system setup procedure. Please go through these initial steps before performing any of the procedures that follow later in this document.




Steps	Screen
<p>1. Access the GO System by opening your browser and entering <a href="http://go.state.gov">http://go.state.gov</a>. On the GO Home Page, touch the “Required System Setup” tab at the top of the page, and in the drop down menu, select <b>Required System Setup-Windows</b>. After selecting it, the Required System Setup page will appear below, as shown on the right.</p>	
<p>2. Ensure TLS v1.0 is enabled in your browser. To do this, in Internet Explorer <b>navigate to "Tools" &gt; "Internet Options"</b>, and then <b>select the "Advanced Tab"</b>, and <b>check mark "Use TLS v1.0"</b> if it is not already check marked, as shown in the screen. <b>Click on the Apply</b> then <b>OK</b> button.</p> <p><i>All screens are from Windows Internet Explorer. If you are using Mozilla Firefox, Google Chrome, or another web browser, equivalent "Internet Options" screens with equivalent "Advanced" settings can be displayed.</i></p>	



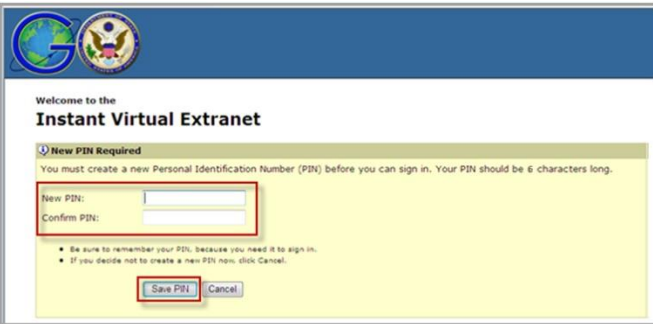

Steps	Screen
<p>3. Return to the “<b>Required System Setup</b>” screen. <b>Install Java</b> then <b>Install Citrix Plug-in</b> by selecting the appropriate links as shown in the screenshot to the right. Follow the on screen setup instructions for both. Complete the Java install before starting the Citrix install. After installing both Java and Citrix, open <a href="http://go.state.gov">http://go.state.gov</a> and log in with your Username, Opennet Password, Pin and Token as outlined in following section.</p> <p><i><b>NOTE:</b> Wait to install “Printing Software” until after you have successfully logged in.</i></p>	

## 2.2. Log In With your RSA Hard Token



Perform the steps below to initially create your PIN using your RSA Hard Token, and to then login to the GO system using your PIN plus the RSA Hard Token passcode.

Steps	Screen
<p>1. On the GO home page, read and accept the system authorization and consent notice, and then select the <b>“I agree”</b> button below the notice.</p> <p><i><b>NOTE:</b> For instructions on using a Mac system to access GO, click on the following link: <a href="#">“GO User Guide for Mac”</a>.</i></p>	
<p>2. When the <b>Log on</b> page displays, <b>select</b> the icon corresponding to your <b>Windows Operating System (OS)</b>.</p>	
<p>3. Clicking on the Windows icon will bring up the <b>GO Sign In</b> screen, as shown on the right.</p>	

Steps	Screen
<p>4. Now look at your RSA Hard Token; it automatically generates a one-time 6-digit numeric passcode. <b>This token passcode is automatically regenerated every 60 seconds.</b></p>	
<p>5. After entering your OpenNet User Name and Password, <b>enter this token passcode only</b> into the “PIN + Token Code field and select <b>Sign In</b>.</p> <p><i><b>NOTE:</b> Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created and for all subsequent logons, you will need to enter the PIN + Token Passcode, as documented in Step 6 below.</i></p>	 <p>User Name: Doe.JX  OpenNet Password: *****  PIN + Token Code: <span style="border: 1px solid red; padding: 2px;">          </span>  <span style="border: 1px solid red; padding: 2px;">Sign In</span></p> <p>User Name: Jane Doe  OpenNet Password: *****  PIN + Token Code: *****</p>
<p>6. You will be prompted to create a new 6 digit PIN. Enter it twice and select <b>Save PIN</b>.</p>	 <p>Welcome to the Instant Virtual Extranet</p> <p><b>New PIN Required</b>  You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.</p> <p>New PIN: <span style="border: 1px solid red; padding: 2px;">          </span>  Confirm PIN: <span style="border: 1px solid red; padding: 2px;">          </span></p> <p>• Be sure to remember your PIN, because you need it to sign in.  • If you decide not to create a new PIN now, click Cancel.</p> <p><span style="border: 1px solid red; padding: 2px;">Save PIN</span> <span style="border: 1px solid red; padding: 2px;">Cancel</span></p>
<p>7. Next, to Login, enter your OpenNet Username and Password and in the <b>PIN + Token Code</b> field, enter the PIN you just created and the one-time passcode and select <b>Sign In</b>.</p> <p><b>Example:</b> If your PIN is 111111 and the passcode displayed is 222222 then you would enter 111111222222 in the <b>PIN + Token Code</b> field.</p> <p><i><b>NOTE:</b> To continue logging in to GO, please continue with Section 2.4, Step 5 below. Otherwise, the section immediately below explains the RSA Soft Token.</i></p>	 <p>User Name: Doe.JX  OpenNet Password: *****  PIN + Token Code: <span style="border: 1px solid red; padding: 2px;">          </span>  <span style="border: 1px solid red; padding: 2px;">Sign In</span></p> <p>User Name: Jane Doe  OpenNet Password: *****  PIN + Token Code: *****</p>







## 2.3. Log In With an RSA Soft Token (On Your BlackBerry)

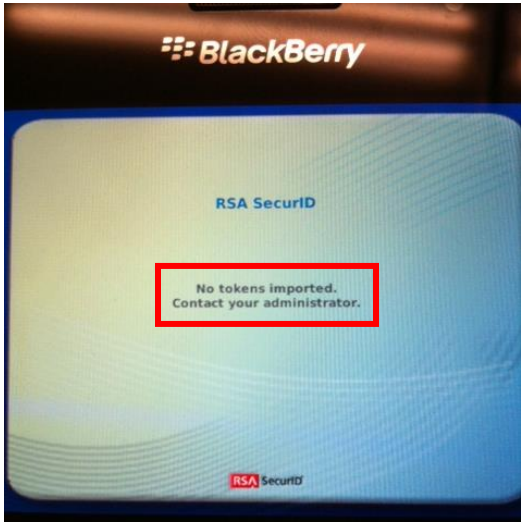


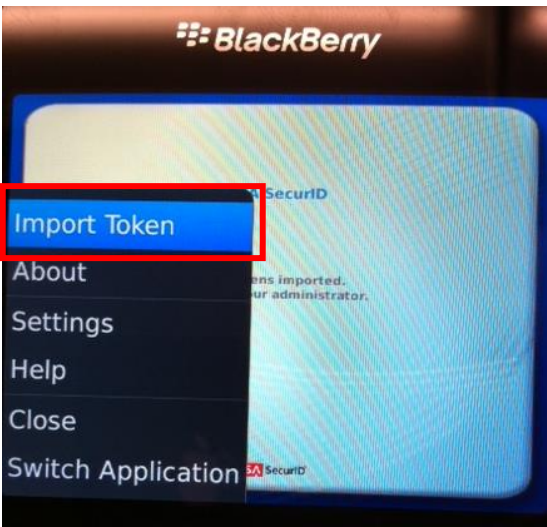

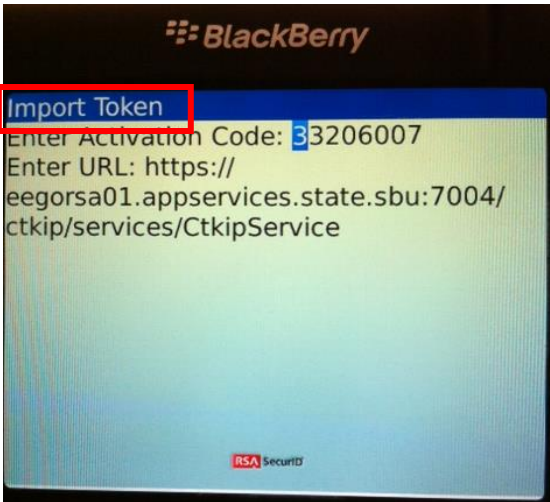
### 2.3.1. Installing an RSA Soft Token on Your BlackBerry

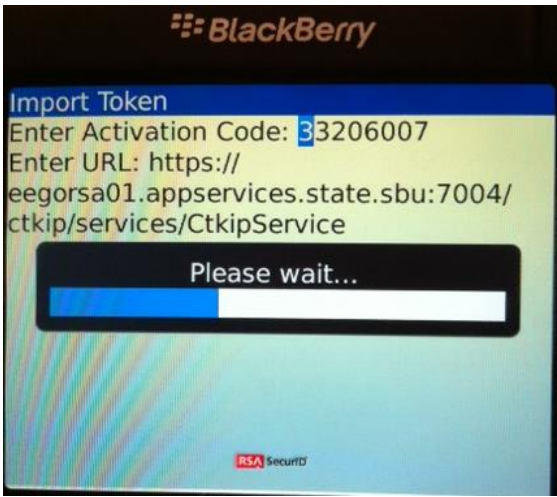

Perform the one-time steps below to install the RSA Soft Token on your BlackBerry device.

***NOTE:** Exact screens will be determined by the model of BlackBerry device you have; e.g. in some cases the **Download** folder referenced below will be the **Applications** folder.*

Steps	Screen
1. Navigate to the <b>Downloads (or Applications)</b> folder on your BlackBerry and open that folder.	
2. Select the RSA SecurID icon (which is pushed out automatically to all centrally managed BlackBerry devices).	
3. Now press the Menu  button on the BlackBerry device—you will then be asked to accept the license agreement. Scroll to "Accept" and press the trackball to accept the license agreement.  <i><b>NOTE:</b> After you accept the license agreement, the BlackBerry device will automatically retrieve the RSA seedkey. (You need a good signal for retrieval!)</i>	





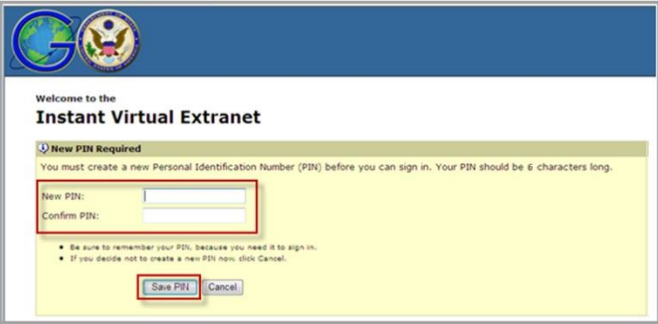

Steps	Screen
<p>4. If the RSA seedkey has not been retrieved successfully, when you try to launch your soft token, you will receive the message as shown on the right.</p> <p><i>NOTE: If the RSA Soft Token has been retrieved successfully, skip to Step 8 below.</i></p>	 <p>The image shows a BlackBerry screen with the RSA SecurID application. A red box highlights a message that says "No tokens imported. Contact your administrator."</p>
<p>5. In that case, press the  menu button and highlight "Import Token" from within the RSA application on your BlackBerry and click "Enter" .</p>	 <p>The image shows the RSA SecurID application menu on a BlackBerry. The "Import Token" option is highlighted with a red box. Other menu options visible are "About", "Settings", "Help", "Close", and "Switch Application".</p>
<p>6. 'Import Token' should be highlighted in the next screen and you should once again click the 'Enter' button  to complete the process.</p>	 <p>The image shows the "Import Token" screen of the RSA SecurID application. It prompts the user to "Enter Activation Code:" (with the value 33206007) and "Enter URL:" (with the value https://eegorsa01.appservices.state.sbu:7004/ctkip/services/CtkipService). The "Import Token" title is highlighted with a red box.</p>

Steps	Screen
<p>7. Next, you should see the token being imported, with a status bar displayed until it completes. The RSA soft token should now be correctly imported and ready to use.</p>	
<p>8. Whenever you click on the RSA SecurID icon (depending upon your device, located in either the <b>Downloads</b> or <b>Applications</b> folder), the RSA software generates a random number, that you will use (along with your RSA Soft Token Pin) to logon to GO.</p> <p>9. Now please continue on to the next section to create your RSA Soft Token Pin.</p> <p><i><b>NOTE:</b> The number generated will display for approximately 60 seconds. If you need another number, just click on the RSA SecurID Icon again.</i></p>	

## 2.3.2. Creating your RSA Soft Token PIN

Once you have performed the one-time procedures in the previous section, you can create the Personal Identification Number (PIN) for your RSA Soft Token.

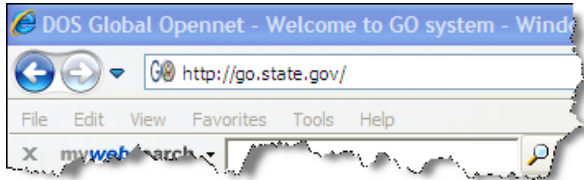


Steps	Screen
<p>1. On the GO home page, read the system authorization and consent notice, and then select the “<b>I agree</b>” button below the notice.</p>	
<p>2. When the <b>Log on</b> page displays, <b>select</b> the icon corresponding to your <b>Windows Operating System (OS)</b>.</p> <p><i><b>NOTE:</b> For instructions on using a Mac system to access GO, click on the following link: “<a href="#">GO User Guide for Mac</a>”.</i></p>	
<p>3. Clicking on the Windows icon will bring up the <b>GO Sign In</b> screen, as shown on the right.</p>	




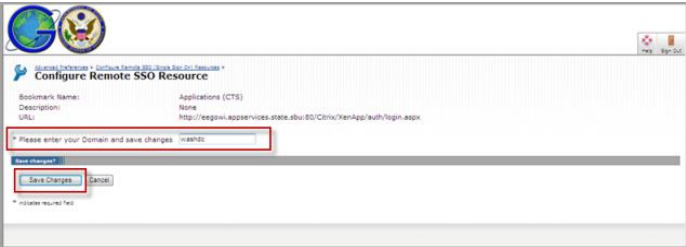
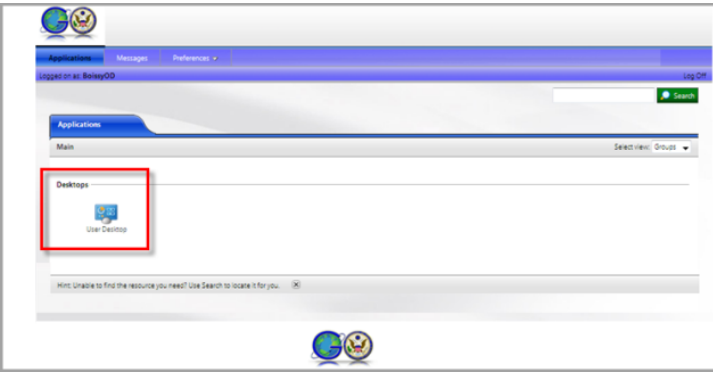
Steps	Screen
<p>4. Enter your User Name and OpenNet Password. Next, <b>access</b> your <b>passcode</b> on your BlackBerry device, and then <b>enter</b> your <b>Soft Token passcode only</b> into the “PIN + Token Passcode (RSA)” field and select <b>Sign In</b>.</p> <p><i><b>NOTE:</b> Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created, and for all subsequent logons, you will need to enter the PIN + passcode as documented in Step 6 below.</i></p>	 <p>User Name: Doe.JX</p> <p>OpenNet Password: *****</p> <p>PIN + Token Code: </p> <p>Sign In</p>
<p>5. You will be prompted to create a new <b>6</b> digit PIN. Enter it twice and select <b>Save PIN</b>.</p> <p><i><b>NOTE:</b> This step is required one time only. Once you have created your PIN, you will not see this screen again.</i></p>	 <p>Welcome to the Instant Virtual Extranet</p> <p><b>New PIN Required</b></p> <p>You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.</p> <p>New PIN: </p> <p>Confirm PIN: </p> <p>Be sure to remember your PIN, because you need it to sign in. If you decide not to create a new PIN now, click Cancel.</p> <p>Save PIN Cancel</p>
<p>6. Next, to access GO, enter your OpenNet <b>Username</b> and <b>Password</b> and, in the <b>PIN + Token</b> Code field, enter the PIN you just created and the one-time passcode (no spaces) and select <b>Sign In</b>.</p> <p><b>Example:</b> If your PIN is 111111 and the passcode displayed is 22222222, then you would enter 11111122222222 in the <b>PIN + Token Code</b> field.</p> <p><i><b>NOTE:</b> To continue logging in to GO, please continue with Section 2.4, Step 5 below.</i></p>	 <p>User Name: Doe.JX</p> <p>OpenNet Password: *****</p> <p>PIN + Token Code: </p> <p>Sign In</p>

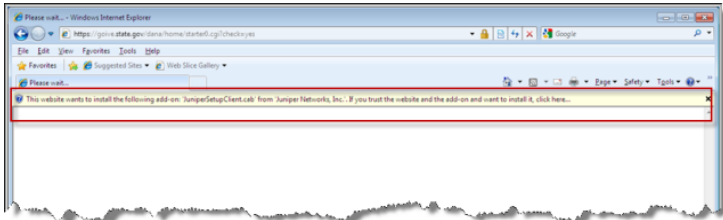
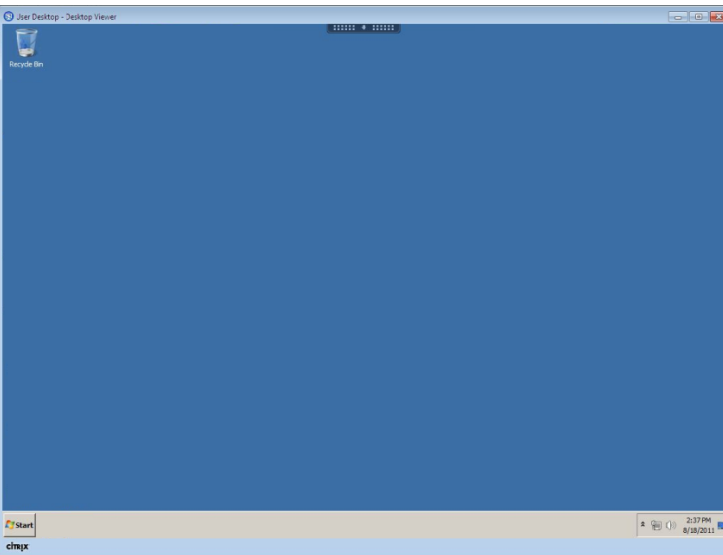


## 2.4. Completing Access to the Global OpenNet (GO) System

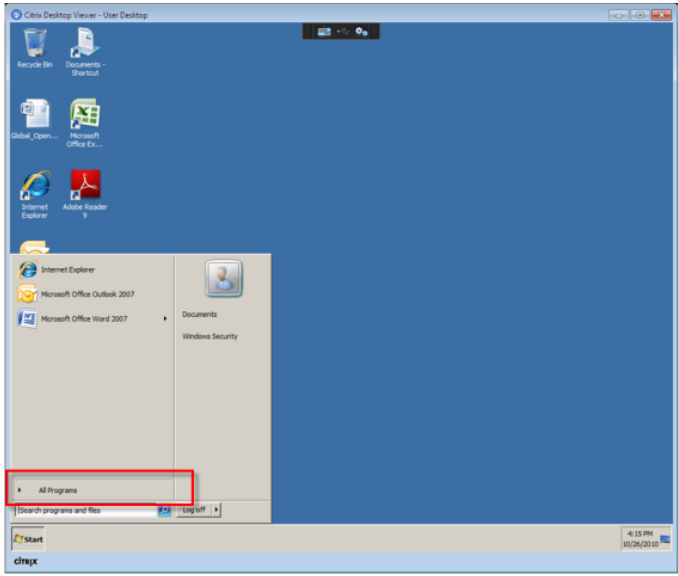
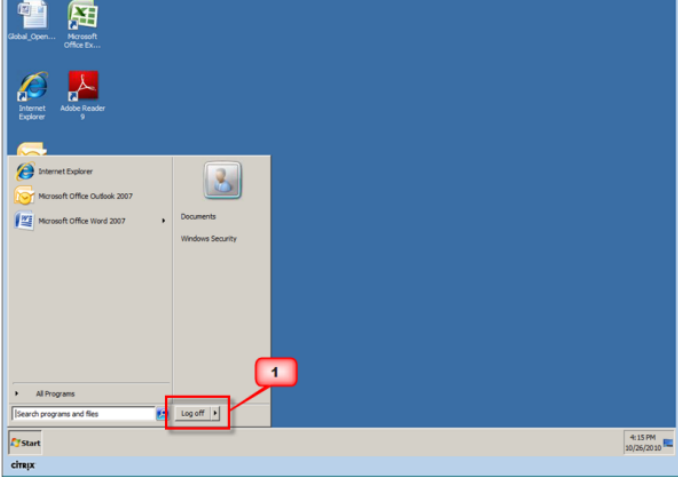
No matter which type of Access Token you have, the initial steps for accessing the GO System are the same for all users. When you reach the GO “Login” screen, depending on which type of token you are using (RSA Hard Token or RSA Soft Token), you will login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.


Steps	Screen
1. Access the GO System by opening your browser and entering <a href="http://go.state.gov">http://go.state.gov</a> .	
2. Read the system authorization and consent notice, and then select the “I agree” button below the notice.	
3. Once you click on the “I agree” button, the “System Login and Information” screen appears, as shown on the right. <b>Select</b> the appropriate icon for your <b>planned Login</b> system, in this case <b>Windows</b> .	

Steps	Screen
<p>4. Enter your OpenNet <b>Username</b>, <b>Password</b>, and <b>Pin + Token Passcode</b>; and then click <b>“Sign In”</b>.</p> <p>a. <b>For RSA Hard Token:</b> Enter a numeric, <b>6-digit</b> PIN + a numeric <b>6-digit</b> RSA Hard Token passcode.</p> <p>b. <b>For RSA Soft Token:</b> Enter a numeric, <b>6-digit</b> PIN + a numeric <b>8-digit</b> RSA Soft Token passcode.</p> <p><b>See sections 2.2 and 2.3 above in this document for passcode details.</b></p>	  
<p>5. When first accessing the GO System, users are prompted to enter their Active Directory (AD) domain (in DC Metro area, usually <i>washdc</i>). <b>This action must only be performed once.</b></p> <p>Enter your Active Directory Domain and select <b>Save Changes</b>.</p>	
<p>6. You will now see the GO System Desktop Launch Screen. Select <b>User Desktop</b> to launch a remote desktop session.</p>	

Steps	Screen
<p>7. Also when first accessing the GO System, users are prompted to install the “Juniper SetupClient.cab” add-on. This action must only be performed once. <b>Next, click "Always" if prompted to complete the installation.</b></p>	
<p>8. The User Desktop will now launch (the first time may take up to 5 minutes – be patient!); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself.</p> <p><i><b>NOTE:</b> The initial GO desktop will display with only the Recycle Bin. You may customize by adding application icons and changing some of your desktop settings as you would your Windows desktop.</i></p>	



Steps	Screen
<p>9. Your desktop operates in the same way as your OpenNet desktop. Select the <b>Start</b> menu to display all available applications.</p>	
<p><b><i>NOTE:</i></b> It is very important to Log Off properly after using the GO system. Always “Log Off” using <b><i>both Step 10 and Step 11.</i></b></p> <p>10. First, to <b>log out</b> of the <b>User Desktop</b>, you <i>must</i> use the following method:</p> <ol style="list-style-type: none"> <li>1. Click on the <b>Log off</b> button in the <b>Start</b> menu (lower left).</li> </ol>	

Steps	Screen
<p>11. Second, to end your remote session, <b>click</b> on the <b>“Log Off” button</b> on the upper right, as shown in the figure on the right.</p> <div data-bbox="207 445 639 726" data-label="Image">  <p><b>Always use the “Log Off” button to terminate a session.</b></p> </div>	

## 2.5. Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the **correct network drive path**. When asked to select a drive letter, you can select any **available letter** from **I thru Z**.

**IMPORTANT:** Before you attempt to “map” to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, right click on “My Computer” and then click on “Explore”—the Network Drives will be listed on the right, with the path included:

**Example:** If the path shown is:

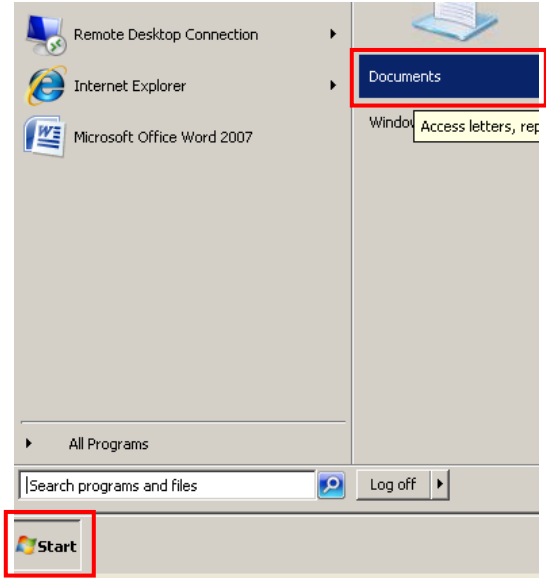
POL on 'dosintus.domain.state.sbu\tappublic\$\Officeshare\$' (P:)

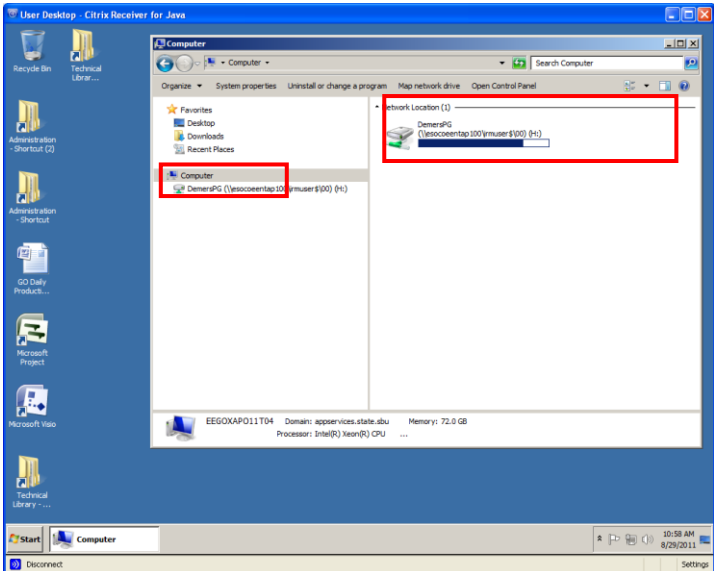
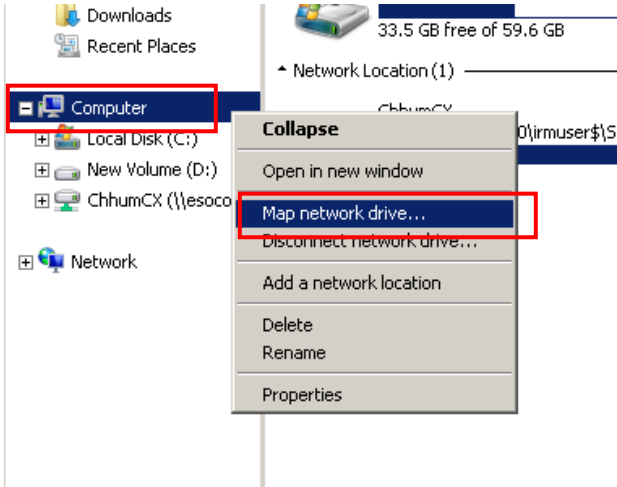
The network drive path you would type to map your network drive in GO is:

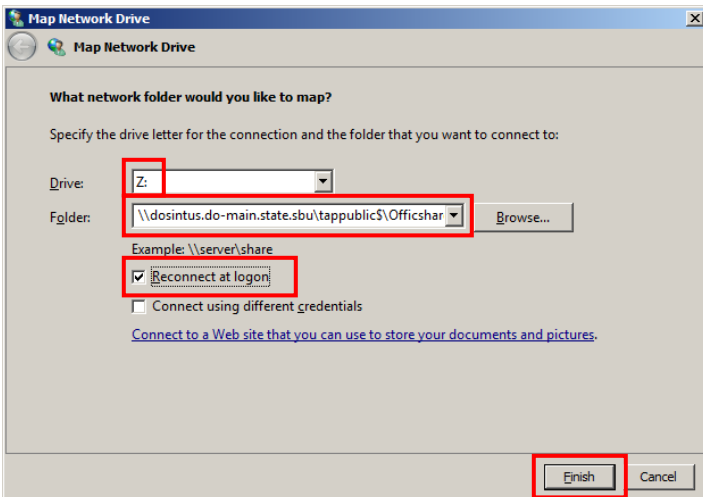
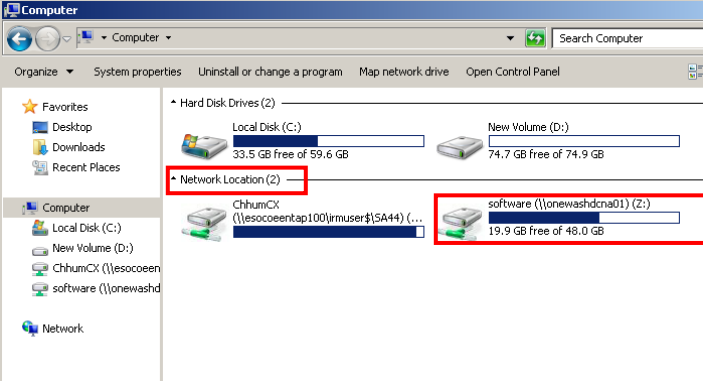
[\\dosintus.domain.state.sbu\tappublic\\$\Officeshare\\$\POL](#)

**SUGGESTION:** Once you know the network drive path(s) to your additional office share(s) etc., you can **email yourself** your drive path/network share path, and when opening the email up in GO, you will have the drive path available to copy/paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

**NOTE:** Drive letters A – H are reserved for system mapping and should not be used.

Steps	Screen
1. From your GO published desktop, <b>click on Start</b> , and then <b>click on Documents</b> .	

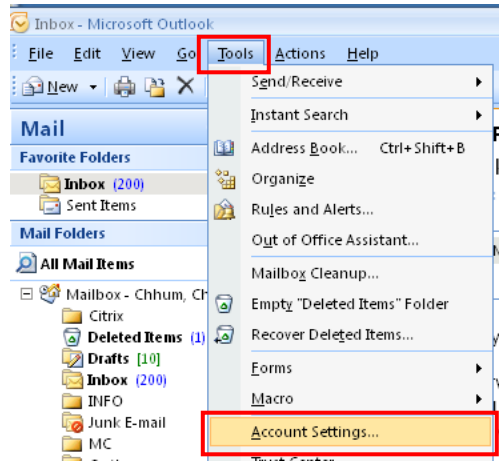
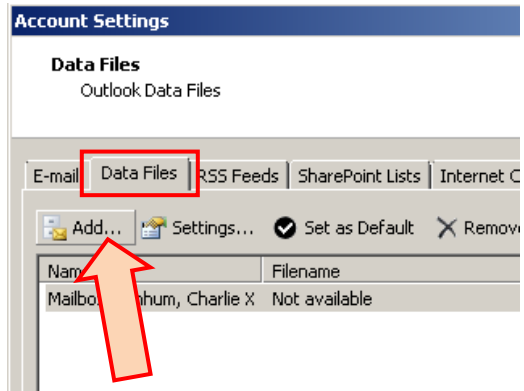
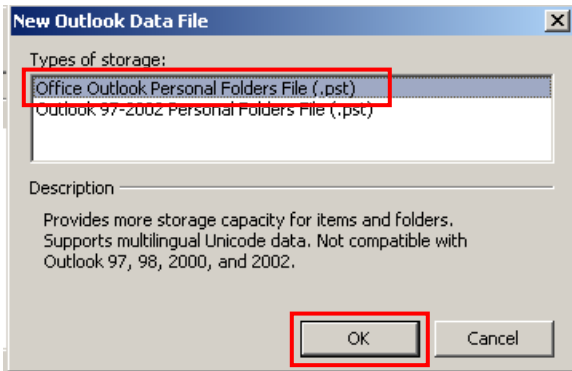
Steps	Screen
<p>2. When the screen shown to the right displays, <b>click</b> on “<b>Computer</b>”, and a <b>list of mapped drives</b> will display on the right side under “Network Location”. Check to be sure the drive you require is not already mapped.</p>	 <p>The screenshot shows the Windows 7 'Computer' window. On the left sidebar, the 'Computer' icon is highlighted with a red rectangle. On the right pane, under the 'Network Location (1)' section, a drive named 'DemergG (\esocentap00\irmuser\$) (H:)' is listed and also highlighted with a red rectangle. The taskbar at the bottom shows the 'Computer' window is active.</p>
<p>3. Next, <b>right click</b> on “<b>Computer</b>” and <b>click</b> on “<b>Map network drive...</b>”.</p>	 <p>The screenshot shows the 'Computer' icon in the left sidebar of the Windows 7 desktop, highlighted with a red rectangle. A right-click context menu is open over it. The menu options are: Collapse, Open in new window, Map network drive... (highlighted with a red rectangle), Disconnect network drive..., Add a network location, Delete, Rename, and Properties.</p>

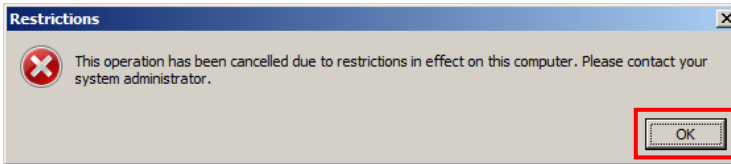
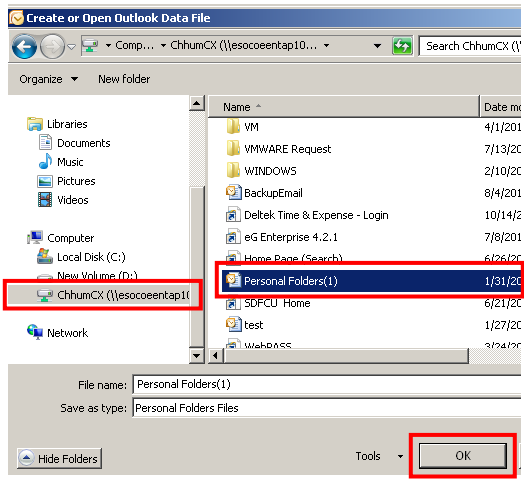
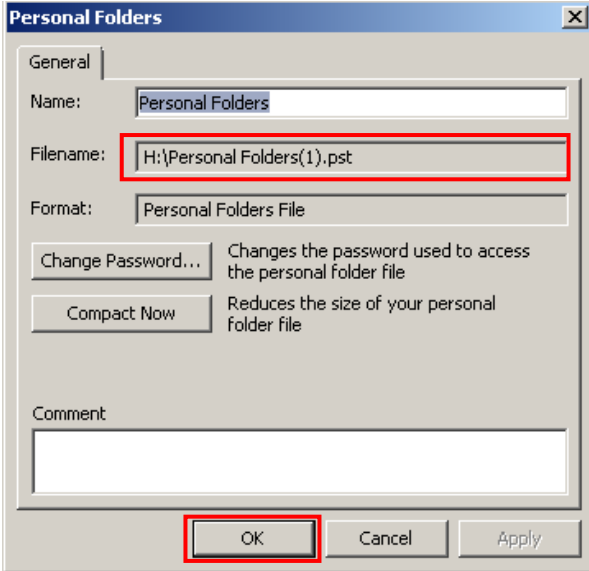
Steps	Screen
<p>4. GO should automatically map users to their Network Drive/ folder that they use at work. However, if your personal H: drive is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps:</p> <ul style="list-style-type: none"> <li>• <b>Select a drive letter</b> that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when mapping additional drives.)</li> <li>• <b>Type in the network path</b> to the drive on the Folder field (the path in the screen on the right, '<a href="#">dosintus.do-main.state.sbu\tappublic\$\Officeshare</a>', is only an example).</li> <li>• <b>Check the “Reconnect at logon”</b> box if you want this drive to automatically map every time you are logged into GO.</li> <li>• Then <b>click Finish</b>.</li> </ul>	 <p>The screenshot shows the 'Map Network Drive' window. The 'Drive' dropdown is set to 'Z:'. The 'Folder' field contains the path '\\dosintus.do-main.state.sbu\tappublic\$\Officeshare'. The 'Reconnect at logon' checkbox is checked. The 'Finish' button is highlighted with a red box.</p>
<p>5. Your mapped network drive should now appear under the <b>Network Location</b> list.</p>	 <p>The screenshot shows the 'Computer' window. Under the 'Network' section, a new network location is listed: 'software (\\oneswashdca01) (Z:)' with 19.9 GB free of 48.0 GB. The 'Network Location (Z:)' label is highlighted with a red box.</p>

## 2.6. Connecting to a PST File in GO

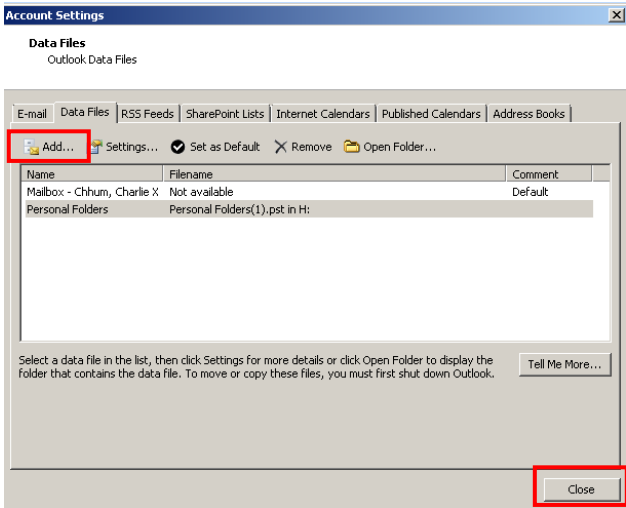
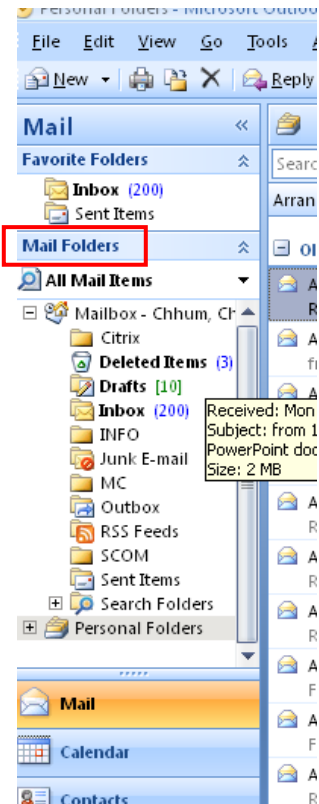
In order to connect to a PST file, which is a Personal Folder file (.pst) in Outlook, you should have available the **path** to your **Network folder** *and* the **location** of your **PST files**. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

**Important:** Refer to section “2.5. Mapping a Network Drive” above for information on obtaining the drive/network folder path required by using your office Desktop computer. Otherwise contact your system administrator.

Steps	Screen
<ol style="list-style-type: none"> <li>1. From your <b>GO Desktop</b> launch <b>Microsoft Outlook</b>.</li> <li>2. <b>Click</b> on <b>Tools</b> then scroll down and <b>click</b> on <b>Account Settings...</b></li> </ol>	 <p>The screenshot shows the Microsoft Outlook application window. The 'Tools' menu is open, and 'Account Settings...' is highlighted at the bottom of the menu. The left sidebar shows the 'Mail' folder tree with 'Inbox (200)' and 'Sent Items' visible.</p>
<ol style="list-style-type: none"> <li>3. From the <b>Account Settings</b> dialog box, <b>click</b> on the <b>Data Files</b> tab and <b>click</b> on “<b>Add...</b>”.</li> </ol>	 <p>The screenshot shows the 'Account Settings' dialog box. The 'Data Files' tab is selected. The 'Add...' button is highlighted with a red box, and a red arrow points to it. The 'Data Files' section shows a list of Outlook Data Files.</p>
<ol style="list-style-type: none"> <li>4. <b>Highlight</b> the “<b>Office Outlook Personal Folders Files (.pst)</b>” and <b>click</b> <b>OK</b> to continue.</li> </ol>	 <p>The screenshot shows the 'New Outlook Data File' dialog box. The 'Office Outlook Personal Folders File (.pst)' option is highlighted in the list. The 'OK' button is highlighted with a red box. The description below states: 'Provides more storage capacity for items and folders. Supports multilingual Unicode data. Not compatible with Outlook 97, 98, 2000, and 2002.'</p>


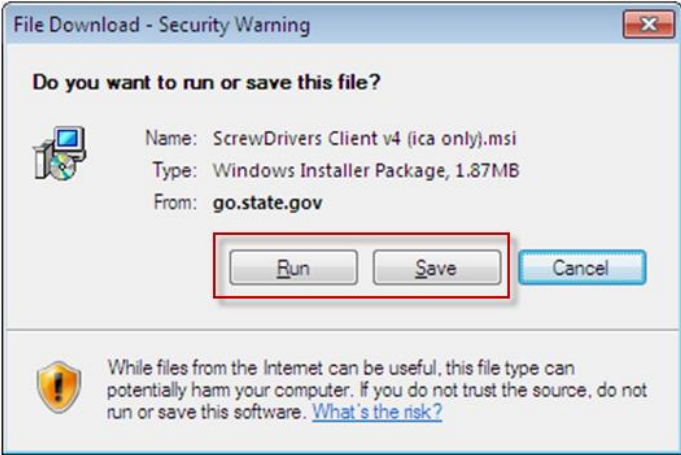
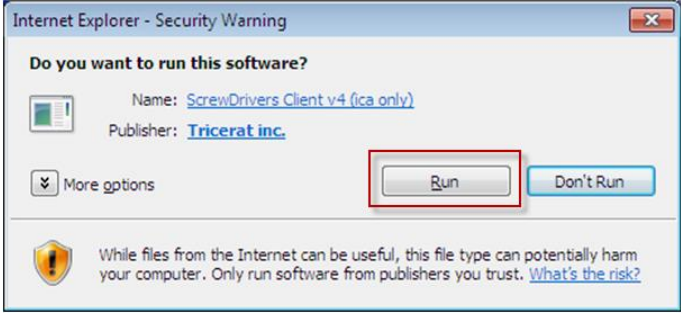
Steps	Screen
<p>5. A “Restrictions” warning box may appear at this point. <b>Ignore</b> this <b>warning</b> and just <b>click OK</b>.</p> <p><i>If the “Restrictions” box displays again at any point, always ignore and click OK.</i></p>	 <p>A Windows dialog box titled "Restrictions" with a red 'X' icon. The text inside says: "This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator." The "OK" button is highlighted with a red rectangle.</p>
<p>6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. <b>Highlight</b> and <b>select</b> your <b>PST file</b> and <b>click OK</b>.</p> <p><i><b>NOTE:</b> If you do not see your PST file, go to “Section 2.5 Mapping a Network Drive” above and follow the steps to map your Network folder. Then return to continue with this Step 6.</i></p>	 <p>A Windows dialog box titled "Create or Open Outlook Data File". The left pane shows the file system with "ChhumCX (\\esocoeentap10...)" selected and highlighted with a red rectangle. The right pane shows a list of files, with "Personal Folders(1)" selected and highlighted with a red rectangle. The "OK" button is highlighted with a red rectangle.</p>
<p>7. <b>Click OK</b> again to accept this PST file. And finally, <b>click Close</b> to exit.</p>	 <p>A Windows dialog box titled "Personal Folders". The "Filename" field is highlighted with a red rectangle and contains the text "H:\Personal Folders(1).pst". The "OK" button is highlighted with a red rectangle.</p>

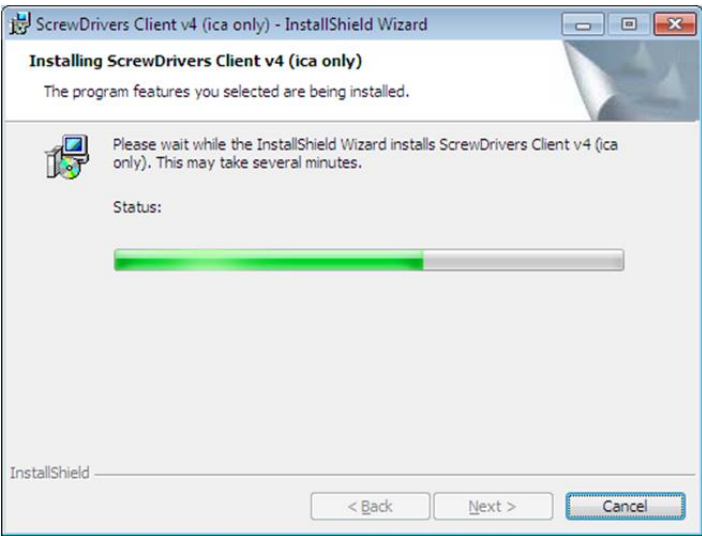
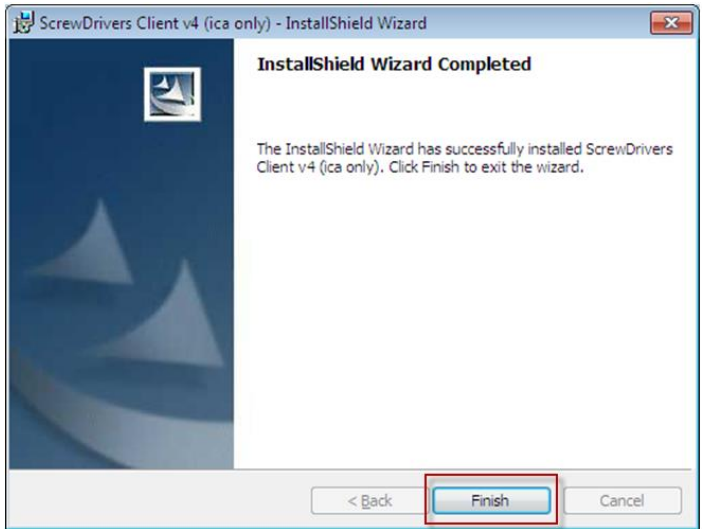


Steps	Screen									
8. Click <b>Add</b> again if you want to <b>add an additional PST file</b> , or <b>click Close</b> to go back to Outlook.	 <p><b>Account Settings</b> Data Files Outlook Data Files</p> <p>E-mail   Data Files   RSS Feeds   SharePoint Lists   Internet Calendars   Published Calendars   Address Books</p> <p>Add... Settings... Set as Default Remove Open Folder...</p> <table><thead><tr><th>Name</th><th>Filename</th><th>Comment</th></tr></thead><tbody><tr><td>Mailbox - Chhum, Charlie X</td><td>Not available</td><td>Default</td></tr><tr><td>Personal Folders</td><td>Personal Folders(1).pst in H:</td><td></td></tr></tbody></table> <p>Select a data file in the list, then click Settings for more details or click Open Folder to display the folder that contains the data file. To move or copy these files, you must first shut down Outlook.</p> <p>Tell Me More... Close</p>	Name	Filename	Comment	Mailbox - Chhum, Charlie X	Not available	Default	Personal Folders	Personal Folders(1).pst in H:	
Name	Filename	Comment								
Mailbox - Chhum, Charlie X	Not available	Default								
Personal Folders	Personal Folders(1).pst in H:									
9. You should now see <b>your mapped PST file</b> in the <b>Mail Folders</b> in Outlook on the <b>left panel</b> .	 <p>Personal Folders - Microsoft Outlook</p> <p>File Edit View Go Tools</p> <p>New Print Reply</p> <p>Mail</p> <p>Favorite Folders</p> <p>Inbox (200)</p> <p>Sent Items</p> <p>Mail Folders</p> <p>All Mail Items</p> <p>Mailbox - Chhum, Charlie X</p> <ul style="list-style-type: none"><li>Citrix</li><li>Deleted Items (3)</li><li>Drafts (10)</li><li>Inbox (200)</li><li>INFO</li><li>Junk E-mail</li><li>MC</li><li>Outbox</li><li>RSS Feeds</li><li>SCOM</li><li>Sent Items</li><li>Search Folders</li><li>Personal Folders</li></ul> <p>Received: Mon Subject: from 1 PowerPoint doc Size: 2 MB</p> <p>Mail</p> <p>Calendar</p> <p>Contacts</p>									

## 2.7. Install Printing Software for Windows

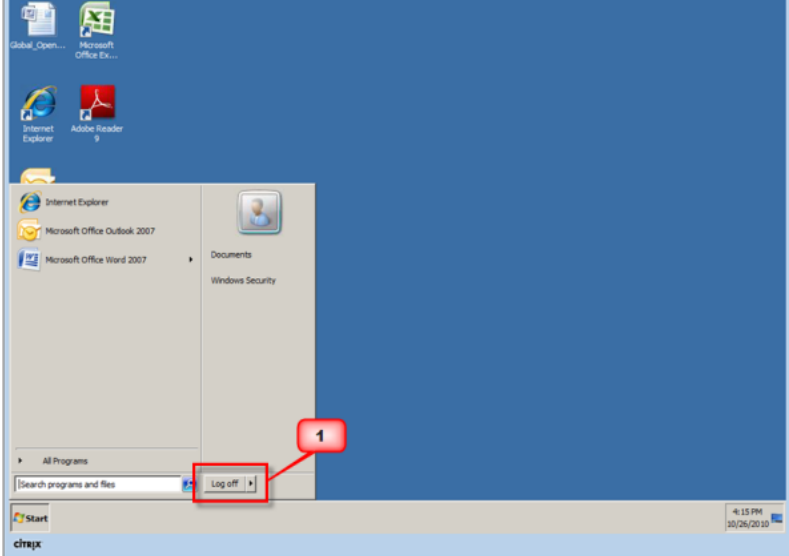

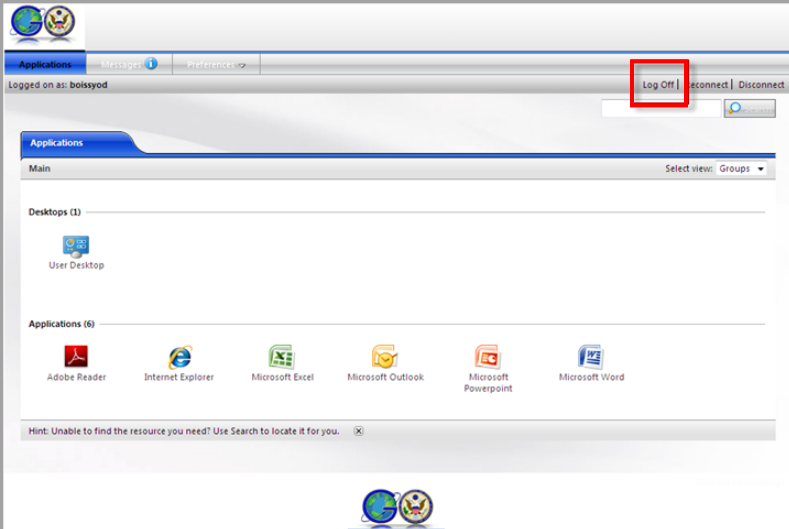
After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Windows-based computers from the same “Required System Setup” page.

Steps	Screen
<p>1. When you select the “<b>Required System Setup – Windows</b>” from the “Required System Setup” tab on the GO home page (<a href="http://GO.State.Gov">http://GO.State.Gov</a>), click on “<b>Install Printing Software</b>” under the Windows icon.</p>	
<p>2. When the “<b>Do you want to run or save this file?</b>” screen appears, first click on “<b>Save</b>” and “<b>Save the ScrewDrivers Client</b>” to your system locally, then click on <b>Run</b>.</p>	
<p>3. When the “<b>Run – Don’t Run</b>” window displays, click on the “<b>Run</b>” button.</p>	

Steps	Screen
<p>4. The InsallShield Wizard will display a Progress screen.</p>	
<p>5. Confirm the installation by clicking on the <b>“Finish”</b> button.</p> <p>6. After finishing the installation successfully, printing is enabled in the GO system from the workstation.</p>	

## 2.8. GO System Log-Off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps to complete Log Off**, as shown in **Step 1** and **Step 2** below. **Always “Log Off” using both of these two steps**, in the order and the manner shown.

Steps	Screen
<ol style="list-style-type: none"> <li>First, to <b>log out</b> of the <b>User Desktop</b>, you <i>must</i> use the following method: <ol style="list-style-type: none"> <li>Click on the <b>Log off</b> button in the <b>Start</b> menu (lower left).</li> </ol> </li> </ol>	
<ol style="list-style-type: none"> <li>Second, to end your remote session, <b>click</b> on the <b>“Log Off” button</b> on the upper right, as shown in the figure on the right.</li> </ol> <div data-bbox="203 1285 600 1564" style="border: 2px solid red; padding: 10px; margin-top: 20px;">  <p><b>Always use the “Log Off” button to terminate a session.</b></p> </div>	

Steps	Screen
<ol style="list-style-type: none"> <li>The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system.</li> <li>Close the GO Home Page, by selecting <b>“Close Tab”</b> from the File menu, or clicking the <b>X</b> in the upper right of the screen.</li> </ol>	